

Assisted Living Registry

Substantiated Complaint Summary

Complaint #: C2023-S75

**Name of Residence:** Legion Manor

**Address:** 7601 East Saanich Rd., Saanichton

**Legal Name of Registrant (Operator):** South Vancouver Island Housing Society

This report is a summary of issues found to be non-complaint with the [Community Care and Assisted Living Act](#) (Act) and/or the [Assisted Living Regulation](#) (Regulation) as a result of a complaint investigation. The complaint investigation was concluded on October 11, 2023. This information is updated as the operator comes into compliance.

Definitions used in this summary report:

- Actions to be taken by the Assisted Living Registry (Registry):** The follow up that the Registry will do to assess if corrections have been completed.
- Actions to be taken by Registrant (Operator):** The issues identified that the operator must correct, and the date on which the correction is due.
- Date of compliance:** The date the operator has corrected the issues to meet the requirement of the Act and/or the Regulation.
- Compliance Status**
  - Non-compliance:** The operator does not meet the requirement of the Act and/or the Regulation.
  - In compliance:** The operator has met the requirement of the Act and/or the Regulation.

FINDINGS				
Act or Regulation	Category	Date non-compliance identified	Date of compliance	Compliance Status
Assisted Living Regulation	Emergency Preparedness	October 11, 2023	December 12, 2023	In compliance
<b>Requirement:</b> <a href="#">Section 27 (1): First aid</a> . A registrant must ensure that, at all times, an employee who holds a valid first aid and CPR certificate, provided on completing a course that meets the requirements of <a href="#">Schedule B</a> , is readily accessible to residents.			<b>Compliance Action by Registrant (Operator):</b> Registrant created and implemented a First Aid Plan that complies with regulation.	
<b>Observation:</b> The Registrant did not have qualified first aid responders.				
<b>Actions taken or to be taken by Registrant (Operator):</b> Registrant must develop and submit to the Registry a plan on how appropriate first aid services will be delivered and how residents will access first aid assistance.  Employees who are responsible for first aid must complete a criminal record review check through the Criminal Records Review program, as required under <a href="#">section 22</a> of the Assisted Living Regulation.  No further actions.				
<b>Actions taken or to be taken by Registry:</b> No further actions.				

FINDINGS				
Act or Regulation	Category	Date non-compliance identified	Date of compliance	Compliance Status
Assisted Living Regulation	Residents	October 11, 2023	January 28, 2025	In compliance
<b>Requirement:</b> <a href="#">Section 39 (1): Respect for resident privacy.</a> A registrant must, to the greatest extent possible while maintaining the health and safety of all residents, ensure respect for the personal privacy of each resident, including the privacy of each resident's unit, belongings and storage area.			<b>Compliance Action by Registrant (Operator):</b> Suite entry policy was implemented: staff were trained, and a copy of the policy was shared with residents.	
<b>Observation:</b> Volunteers were permitted to access resident suites without required screening.				
<b>Actions taken or to be taken by Registrant (Operator)</b> Registrant must create a policy which outlines how access to resident suites is approved and monitored. The policy must include the purpose for access, the procedures for giving notice before entry and the circumstances under which notice is required. The policy must also include how and when safety concerns are considered, and the procedures to make changes to the policy which must include notifying residents.  The Registrant must submit a copy of the policy to the Registry and evidence that staff have been trained on the policy and the policy has been shared with residents.  No further action.				
<b>Actions taken or to be taken by Registry:</b> No further action.				

FINDINGS				
Act or Regulation	Category	Date non-compliance identified	Date of compliance	Compliance Status
Assisted Living Regulation	Residents	October 11, 2023	January 28, 2025	In compliance
<p><b>Requirement:</b> <a href="#">Section 43 (1): Resident concerns and complaints</a>. A registrant must make a policy describing all of the following:</p> <p>(a) how residents and their contact persons and personal representatives, if any, may bring a concern or make a complaint to the registrant about any matter relevant to</p> <p>(i) the operation of the assisted living residence,</p> <p>(ii) the provision of hospitality services and assisted living services, or</p> <p>(iii) the implementation of their residency agreements;</p> <p>(b) how concerns will be addressed, and complaints will be resolved in a fair, timely and effective manner.</p>			<p><b>Compliance Action by Registrant (Operator):</b> Complaints policy updated to meet the regulatory requirements. Updated policy shared with residents.</p>	
<p><b>Observation:</b> The current complaint process and policy is insufficient in meeting the requirements set out in the regulation.</p>				

**Actions taken or to be taken by Registrant (Operator)** The Registrant must update their complaint policy and process to reflect the requirements set out in the regulation.

The Registrant must submit a copy of the updated complaint policy to the Registry and provide evidence that residents have been informed of the updated policy and process for submitting a complaint or concern.

No further action.

**Actions taken or to be taken by Registry:** No further action.

FINDINGS				
Act or Regulation	Category	Date non-compliance identified	Date of compliance	Compliance Status
Assisted Living Regulation	Residents	October 11, 2023	January 28, 2025	In compliance
<b>Requirement:</b> <a href="#">Section 43 (3): Resident concerns and complaints</a> . If a concern is brought or a complaint is made to the registrant, the registrant must do both of the following:  (a) make reasonable attempts to address the concern or resolve the complaint;  (b) make a record of the concern or complaint and the actions taken under paragraph (a).			<b>Compliance Action by Registrant (Operator):</b> Evidence submitted demonstrates that staff have been trained on the updated complaint policy.	
<b>Observation:</b> Registrant could not produce records demonstrating residents or their contact persons concerns or complaints had been addressed.				
<b>Actions taken or to be taken by Registrant (Operator)</b> The Registrant must develop, and submit to the Registry, a policy and process to ensure a record is made regarding all complaints and concerns and the actions taken to resolve the issue.  The Registrant must implement the policy and process and submit evidence that all staff have been informed and trained on the requirements of the policy and process.  No further action.				
<b>Actions taken or to be taken by Registry:</b> No further action.				